

CAPPS Financials Service Requests (SRs) Report

Date of Report: 04/01/2021

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Status	Count of Module
Accounts Payable		52
Accounts Receivable		1
Asset Management		14
Cash Receipts		15
Customer Contracts		2
ePro		12
General Ledger		35
Interfaces	Acceptance Testing	1
	Assigned	15
	Awaiting Customer	3
	In Work	8
	System Test	1
Interfaces		28
Inventory		5
None	Assigned	74
	In Work	2
	System Test	1
None		77
Not Applicable		40
PeopleTools		4
Project Costing		15
Purchase Orders		25
Reports		35
Security		30
Strategic Sourcing		1
Supplier Contracts		1
Training		1
Travel and Expense	Assigned	2
	In Work	2
Travel and Expense		4
Workflow		7
Grand Total		404

Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing	4
Assessment	6
Assigned	242
Awaiting Customer	51
In Development	3
In Work	71
Pending Prod Approval	4
Rework	2
System Test	21
Grand Total	404

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Priority	Module Name	Count of Module
High	Accounts Payable	6
	Asset Management	1
	Cash Receipts	7
	Customer Contracts	1
	ePro	3
	General Ledger	11
	Interfaces	9
	Inventory	1
	None	4
	Not Applicable	3
	PeopleTools	2
	Project Costing	7
	Purchase Orders	3
	Reports	8
	Security	8
	Strategic Sourcing	1
	Supplier Contracts	1
	Travel and Expense	1
	Workflow	1
High		78
Medium		253
Low		73
Grand Total		404

Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Acceptance Testing	1
Assessment	2
Assigned	31
Awaiting Customer	8
In Work	29
Pending Prod Approval	1
Rework	1
System Test	5
Grand Total	78

All SRs by Status

(Includes Closed, Completed after 03/01/21)

Status	Count of Status
Acceptance Testing	4
Assessment	6
Assigned	242
Awaiting Customer	51
Closed	15
Completed	618
Governance	1
Hold	15
In Development	3
In Work	71
Pending Prod Approval	4
Rework	2
System Test	21
Grand Total	1053

CAPPS Financials Trend Report – Service Requests

Mar. 2020 – Mar. 2021

Status	MAR 2020	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR 2021	Totals
Opened	387	359	295	366	515	430	565	512	366	319	311	329	503	5257
Closed	527	399	275	318	431	434	550	529	404	466	386	438	633	5790

